Support Engineer (Azure)

Job Title: Support Engineer (Azure)

Location: 1 Welbeck Street, London, W1G 0AR

Department: Information Technology

Reports to: Senior Systems Manager

Salary Range: £50k-£55k based on experience

Job Type: Full-time, Permanent

About Welbeck Health Partners

Welbeck Health is a fast-growing, innovative healthcare company focused on delivering high-quality, efficient care through specialist clinics. We embrace modern IT to drive better outcomes, patient experience, and operational efficiency. Learn more at https://welbeckhealthpartners.com/.

Role Overview

We are seeking a Support Engineer (Azure) with 3–5 years of experience to join our Systems and Interoperability team. This role is pivotal in supporting and evolving our IT infrastructure across clinical and non-clinical systems, with a strong emphasis on Azure-based services, automation, and security.

You will work on system deployments, support operations, and contribute to strategic IT projects across our clinic network and head office. The ideal candidate will be technically proficient, proactive, and passionate about leveraging IT to improve healthcare delivery.

Key Responsibilities

1. Azure Infrastructure & Identity Management

- Support and maintain Azure-based infrastructure, including virtual networks, storage, compute, and identity services.

- Manage Azure Active Directory, role-based access control (RBAC), and conditional access policies.

- Implement and support hybrid identity solutions (e.g., Azure AD Connect).

2. System Projects & Improvements

- Scope, plan, and execute system deployment and improvement projects.

- Collaborate with internal teams and external vendors to deliver scalable, secure solutions.

- Identify opportunities for automation and process optimisation.

3. Clinic Onboarding & Support

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Registered office address:
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London, W1G 0AR

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- Lead IT setup for new clinic launches, including hardware, networking, and system configuration.

- Provide Tier 2/3 support for clinical and non-clinical systems, escalating where necessary.

4. Technical Competencies

- Support and troubleshoot containerised applications (e.g., Docker).

- Develop and maintain PowerShell scripts for automation and system management.

- Work with healthcare interoperability standards (HL7 v2, FHIR) and general APIs (REST).

- Configure and support VPNs, disaster recovery (DR), and high availability (HA) solutions.

5. Security, Compliance & Monitoring

- Ensure systems comply with healthcare data protection standards and internal policies.

- Implement monitoring solutions for performance, availability, and security.

- Participate in vulnerability assessments and remediation efforts.

Required Skills & Experience
- 3–5 years in IT support or infrastructure engineering roles.

- Strong experience with Microsoft Azure services and identity management.

- Proficiency in PowerShell and scripting for automation.

- Familiarity with containerisation technologies.

- Understanding of healthcare interoperability standards (HL7, FHIR).

- Knowledge of REST APIs, VPN configuration, DR/HA principles.

- Experience with security and compliance frameworks.

- Excellent problem-solving and communication skills.

Desirable Skills
- Experience in healthcare IT environments.

- Knowledge of clinical terminologies (ICD, OPCS, SNOMED).

- SQL and relational database experience.

- Project management capabilities.

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Benefits

- Private medical insurance

- Pension scheme

- Performance-based bonus

- Career development opportunities

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